



Vehicle for Hire (Taxi Detail) Frequently Asked Questions:

1. **What is the purpose of the vehicle for hire section?**
To provide service to the community by ensuring all Vehicles for Hire operations, which do business in the City of El Paso, conduct business legally and as required through the City's Municipal Ordinance.
2. **What does the vehicle for hire section of the El Paso Police Department do?**
The Vehicle for Hire section of the El Paso Police Department is in charge of regulating all taxi cabs, limousines, shuttle buses, or any company that charges money to drive passengers. They also conduct inspections of these vehicles to make sure that they are in compliance with the Municipal Code standards set for Vehicles for hire. They also have authority to issue Class "C" citation for any vehicle for hire offenses, to include "jitneys".
3. **What is a "jitney"?**
"Jitneys" are illegal vehicles for hire. Operators of "Jitneys" have not completed or begun the necessary paperwork to receive a chauffeur's license and/or a business license allowing them to operate in the City of El Paso.
4. **How can I apply for a vehicle for hire license?**
To apply for a license, you can pick up an application at Police Headquarters, 911 N. Raynor, This application requires that the applicant receive a physical from a doctor in the United States. They will also be required to be fingerprinted, and a background check through local, county and federal authorities will be conducted. Applicants must obtain a copy of their driving record from DPS, via their website www.texasonline.com. After successful completion of the above, the applicant will be required to take a written exam and score no lower than a grade of 70%. After passing the exam, he/she will be issued a chauffeurs license, and still be required to attend the Tourist Awareness Course offered by the El Paso Convention and Visitors Bureau. Failure to attend the class will result in the automatic suspension of the chauffeur's license.
5. **What are the rates charged by taxicabs?**
All rates are sanctioned and posted by the City of El Paso. All taxicabs are required to post a fare card in their vehicles. The rates are as follows.

\$1.65	First 1/5 mile
\$0.45	Each additional 1/5 mile
\$0.60	Each additional person (6yrs and under ride FREE)

\$0.45	Per minute waiting time
\$0.50	Each piece of luggage over the allotted 2 per person
\$1.00	Each footlocker or trunk
\$1.00	Each dog, except guide dogs which ride FREE
\$10.00	Flat rate From Airport Only (this is a minimal flat rate charge on all trips originating from the Airport. The cost will be the greater of the two: \$10.00 or what the meter reads.

AIRPORT CABS ONLY:

- A) To Ciudad Juarez (excluding Colonias, Juarez Bus Terminal and Juarez Airport), forty-two dollars (\$42.00) per carload.
- B) To Juarez Bus Terminal, forty-eight dollars (\$48.00) per carload
- C) To Juarez Airport, sixty dollars (\$60.00) per carload

6. How do I file a complaint against a vehicle for hire driver or company?

To file a complaint against a driver or company, you must fill out a complaint request form. These forms are located on this website or at Police Headquarters. All complaints will be reviewed. If a complaint is found to be valid, then the Vehicle for Hire section may take enforcement action against the driver/company. If a prosecutable charge has been sustained, you may be required to appear before a municipal court judge.

7. What information is needed to file a complaint?

You will need the vehicle number, license plate number, the name of the company, drivers name and color of taxi.

FOR VEHICLE FOR HIRE COMPANIES

What are the office hours of operations?

The vehicle for hire office is open Monday thru Friday 8 a.m.- 4 p.m. They are closed for lunch from 12 noon until 1 p.m. and the phone number to this office is 564-7056.

1. Applications are taken ONLY Tuesdays and Thursdays from 8 a.m. until 12 noon.
2. Vehicle for Hire in-service or new vehicle inspections are done ONLY at 911 N. Raynor on Mondays from 1 p.m. until 4 p.m.
3. Meter seals will be done ONLY on Mondays from 1 p.m. until 4 p.m.

[Vehicle for Hire Complaint Forms](#)